



November 2019

Position Description: Registration/Administration Assistant

Reports to: Camp Director

FLSA Status: Full-Time, Non-Exempt

Location: Monterey, Massachusetts

Job Summary

This position has primary responsibility within the organization for 1) registration and guest relations support, and 2) administrative support at Hume New England Christian Camp (HNE). Most often is the first point-of-contact for churches, ministries and other guest groups for inquiries about program camps, guest retreats and other needs/opportunities. This is an existing, yet growing position that requires independence, organization and flexibility to adjust focus and priorities to achieve organizational goals. HNE is growing from a camp with 280 current beds to 500 beds in the next few years. The ideal candidate will have the skills and qualifications to meet the current needs of the position as well as help shape the department and needed staffing for the future.

Key Responsibilities

Overall - provides a wide range of guest relations, administrative, and clerical support. Interacts with guests and staff in a fast-paced environment, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and customer care. Possesses strong skills in written and verbal communication, interpersonal relationships, organizational and data management, time management, and attention to detail.

Registration and Guest Relations Support:

- Coordinates guest groups, including contracting appropriate resources, coordinating schedule and activity requests, assigning lodging, updating multiple platforms of information, carrying out event check-in days, passing along information to camp host, and other needs as required.
- Coordinates camp registrations including pre-registration processes, assisting with new/returning church registrations, communicating/enforcing deadlines, and gathering post-camp survey responses.
- Provides Camp Director and others with updated attendance numbers, income and contact information, and other registration-related information. A member of the overall sales and registrations team that meets weekly to coordinate inquiries, follow-up contacts, church and ministry communications, promotional opportunities, and other such efforts to grow camp revenue.
- Responsible for communicating with the Program Department to contract bands and speakers for program camps. Plans and arranges travel schedules and reservations for bands, staff, and speakers.
- Coordinates honorariums and/or travel allowances for bands and speakers with Finance Department.

Administration and Clerical Support:

- Communicates frequently with multiple departments (both in New England and in California) concerning calendar events, website changes, housing assignments, purchasing supplies, etc.
- Responsible for general office management including placing office supply orders, ensuring cleanliness, files organization, daily/weekly tasks of mail pick-up/distribution/processing, and invoice assignments.
- Responsible for bank deposits, managing/reconciling petty cash, and creating and depositing apparel/concessions turn-ins.
- Responsible for assisting Camp Director with summer and winter camp staff HR tasks, including criminal and sex offender background checks, nametag photos, required state and federal paperwork, and other hiring/onboarding needs.
- Any other responsibilities as requested by a supervisor.

General Qualifications

- Born again Christian. Demonstrates a commitment to actively growing in the Christian faith and has the desire to share the Good News of Jesus Christ with others.
- Agrees with Hume's Statement of Belief and abides by the Code of Conduct.
- Has a servant's heart with a high level of teamwork and maturity. Exemplifies Godliness, integrity, self-control and temperance. Consistently brings an uplifting presence.
- Proactive in approach and desire to maintain excellent performance in all areas of role. Seeks feedback for improvement.
- Demonstrates a strong and proactive work ethic, arrives to work on time, is flexible, and avoids excessive absences.
- Provide professional, efficient, gracious and thorough services to all guests in written and phone communications, as well as in-person.

Specific Qualifications

- High school degree required. Continuing education and/or other training in applicable areas a plus.
- Has demonstrated strong planning and organization skills. Ability to manage multiple priorities while working under a deadline. Possesses attention to detail.
- Current in general office technology. Strong computer literacy and aptitude for word processing, spreadsheets and database management. Proficient with Google Apps and MS Office applications.
- Proven ability to maintain confidentiality.

Other

- Valid driver's license and auto insurance required.
- Flexibility and willingness to adjust working schedule to meet the needs of the position, organization, and guests.
- Must occasionally lift and/or move 50 pounds, able to stand for extended periods of time, and live in cold weather conditions.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the functions of the job.
- Housing to be determined pending organization and candidate's needs and availability.